



JOB OPPORTUNITY

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Announcement Number: 08-611
Position Title: **Printing Services Specialist**
Series and Grade: PG-1654-09/11/12
Salary Range: \$47,655 - \$89,842 PA
Promotion Potential: PG-12
Opening Date: 06/17/08
Closing Date: 07/28/08
Location of Position: Customer Services
Seattle Regional Office, Seattle, Washington
Number of Openings: One
Type of Appointment: Permanent
Work Schedule: Full-Time
Who May Apply: All U.S. Citizens

Make Your Mark on the reinvention of a major government enterprise. Established by Congress in 1861, GPO is transforming itself as an agency and as a business. We provide other agencies with innovative services for the printing, publishing, storage, and distribution of digital content. The public will enjoy permanent access to digital government information, acquiring it quickly, easily, and with confidence in its authenticity. GPO employees are proud of their abilities and passionate about their craft. Whether your expertise is in putting ink on paper, commanding a digital output system, or engineering the delivery of information online, we'd like to talk to you.

MAJOR DUTIES:

Provides a single focal point and source of advice and assistance for publishing and printing projects/services presented by customer agencies. Consults management and printing officials on planned requirements and problems. Investigates general problem areas and intercedes on the customer's behalf effect corrections and to suggest preventive measures. Resolves customer complaints expeditiously, providing same or next-day service; applies Quality Assurance Through Attributes Program (QATAP) standards and remedies when necessary. Evaluates responsibility of bidders considering past and current performance, equipment and technical capabilities, and financial soundness. Facilitates procurement planning for contracts and related matters to ensure that product, service, and price objectives are met. Develops detailed specifications from broadly described customer objectives including technical specifications frequently involving requirements for new and developing technologies; and writes statements of work describing customer requirements, and pricing schedule.

QUALIFICATIONS NEEDED:

Applicants must possess 52 weeks of specialized experience equivalent to the next lower grade level. Specialized experience is experience that has equipped the applicant with the particular knowledge, skills, and abilities to successfully perform the duties described above. Applicants may also qualify by combining education with specialized experience; or by substituting education as indicated below:

At the PG-9 level: Examples of Specialized experience include: determining print specifications and initiating print orders for a variety of materials (i.e. brochures, newsletters, booklets, etc.); providing

technical advice on the best methods and approaches to the design/layout of printing products; and monitoring production to ensure compliance with contract requirements and quality of end product. **OR** Applicants may substitute a master's or equivalent graduate degree *or* 2 full years of progressively higher level graduate education leading to such a degree.

At the PG-11/12 levels: Examples of specialized experience include: analyzing customer requirements (i.e. purpose, timeframes, costs) to determine whether a product effectively/economically achieves the customer's objective; analyzing prices from a range of contract sources to control costs; and monitoring contracts to ensure they are consistent with changing requirements. **OR** Applicants may substitute a PhD or equivalent doctoral degree *or* 3 full years of progressively higher level graduate education leading to such a degree. Applicants may not combine or substitute education at the PG-12 grade level.

All qualification requirements must be met by the closing date of this announcement.

NOTE: Applicants must specify which grade level(s) they wish to be considered. Failure to provide this information will result in applicants receiving consideration only at the highest grade for which they are determined qualified.

HOW YOU WILL BE EVALUATED:

If you meet the qualifications described above, you will be further evaluated based on your narrative responses to each knowledge, skill, ability (KSA) listed below. Your narrative responses should explain how your experience, education, training, awards and appraisals demonstrate that you possess each KSA. When describing your KSAs, please be sure to explain how often you used the skills, the complexity of the knowledge you possessed, and give examples of problems handled and results achieved. Please limit your narrative response statements to one page per KSA. Applicants deemed qualified for the position; and who possess the "***Quality Ranking Factor***" listed below will be rated significantly higher under rating and ranking procedures than those applicants who do not possess the factor.

You must submit separate narrative response statements for each KSA with your application package.

Knowledge, Skills, and Abilities (KSAs) required for this position:

1. Knowledge of printing processes, equipment, technologies, and industry trends in order to inform customers of the full-scope of products and services offered.
2. Skill in writing clear, concise technical information that derives from generally stated customer requirements; including printing specifications, and statements of work.
3. Skill in using Digital Pre-flighting and Desktop Publishing programs to ensure desired output of products; and to achieve customer satisfaction. (***Quality Ranking Factor***)
4. Ability to communicate effectively orally in order to negotiate with customers and/or vendors who may have specific interests.

At the PG-11/12 level:

5. Ability to use various administrative contracting techniques sufficient to serve as Contracting Officer Technical Representative (COTR).

HOW TO APPLY:

There is certain information that we must have to determine if you meet the legal requirements for Federal employment and to evaluate your qualifications for this specific position. If your application package does not provide all the information requested, you will lose consideration for the job.

STEP 1: Complete a resume or an Optional Form 612 “Optional Application for Federal Employment” (OF-612). The OF-612 is available electronically at http://www.opm.gov/forms/pdf_fill/of612.pdf. If you submit a resume, make sure it contains all the pertinent data requested in the OF-612, including your social security number. To assist you in sending in a complete resume, use our checklist at: http://www.gpo.gov/careers/pdfs/Resume_Checklist.pdf.

STEP 2: Prepare separate narrative responses to each of the KSAs listed in this announcement.

STEP 3:

Current and Former Federal Employees: Attach a copy of your most recent Standard Form (SF)-50 and performance appraisal as proof of status or reinstatement eligibility. GPO Employees may obtain a copy of their SF-50 and Performance Appraisal from the Employee Services Center (ESC) in Room C-106. Time in grade requirements must be met by the closing date of this announcement.

Applications will be accepted from both status and non-status candidates. Status candidates who wish to be considered under both merit promotion and competitive procedures must submit two (2) complete applications. When only one (1) application is received, it will be considered under merit promotion procedures only.

Veterans: Attach a copy of your most recent DD-214, “Certificate of Release or Discharge from Active Duty” or letter from the Veterans Administration documenting your military service. If you are claiming 10-point veteran’s preference, you must also attach an SF-15 “Application for 10-Point Veterans’ Preference” plus the proof required by that form. When one application is received, it will be considered under competitive procedures only. Veterans who also wish to be considered under merit promotion procedures, must submit two separate, complete applications. For more specific information about your veteran’s preference and eligibility, please visit <http://www.opm.gov/veterans/>.

Applicants with Disabilities: If you are seeking an excepted appointment based on a disability, please attach a certification from a State or District of Columbia rehabilitation counselor indicating that you can perform the duties of this position and are eligible for an excepted appointment based on a physical or mental disability.

STEP 4: Assemble your application package and hand-deliver, e-mail, fax, or mail your application to GPO using the information below.

Your complete application package must be received at the address above by 12:00 midnight on the closing date of the announcement. Due to delays in processing mail, you are encouraged to hand-deliver, e-mail, or fax your application package.

Send your complete Application Package to:

Application Processing, STP: HCD
U.S. Government Printing Office
732 N. Capitol Street, NW
Washington, DC 20401
FAX: (202) 512-1292
Email: applicationprocessing@gpo.gov (Please include announcement number in subject line and attach documents in Word or PDF format).

For Additional Information:

HR Consulting Services
Valerie J. Tripp
Phone: (202) 512-2010 x 31056
TDD: (202) 512-1519

To confirm receipt of your application, call:
202-512-1117.

Applicants are responsible for verifying their application has been received in its entirety, regardless of the submission method. Applicants will receive written notification of their application status following an initial review of the application by Human Capital and when a final selection has been made.

PRE-EMPLOYMENT CONSIDERATIONS:

Selectees must successfully pass a drug test, background check, and reference check before appointment.

GPO will not pay relocation costs.

BENEFITS:

The Federal government offers a number of exceptional benefits to its employees. We offer a broad array of benefits programs and family friendly flexibilities to meet your and your family's needs. These benefits include, but are not limited to: health care, life insurance, flexible spending and dependent care accounts, annual and sick leave, long-term care insurance, and retirement savings plans. For more information about these benefits, please visit <http://www.usajobs.opm.gov/ei61.asp>.

GPO provides reasonable accommodations to applicants with disabilities. If you need a reasonable accommodation for any part of the application and hiring process, please notify GPO.

GPO is an equal employment opportunity employer.